ISO 9001 Registration Project
Status Report for July 1997

Status, Progress, and Accomplishments

Project Plan
- The Project Plan was signed by the Center Director. Copies were offered to the QMSC members and a copy of the final plan was placed on the existing Web site, which is reached from the GSFC organizational homepage on OFA's homepage. An image of the plan will be placed on the new Web page as it is brought on-line.
- A Project request for FY98 MPS support will be submitted to the IPC. It will include funds for consultation and registrar services, web page development and maintenance, and for PAO support.

STAAC and AETD Support
- Orlando Figueroa was contacted regarding STAAC participation in the QMSC and SLP development teams. He indicated that he is satisfied for the moment with current makeup of the council and teams and will likely not appoint a STAAC member until he has selected several more of his management team members.
- Brian Keegan was contacted regarding AETD support after the formation of the directorate. Subsequent communication with Mitch Brown indicated that the AETD staffing plan identifies a substantial level of ISO 9001/QMS support. If approved, it will exceed the Project's request for one FTE of high priority support.

GSFC Interim Quality Manual (GPD 2600)
- A modification to the Center's Quality Policy statement was made at the suggestion of the Strategic Implementation Planning team: a bullet was added to indicate the Center's intent to be a leader in space exploration through excellence. This was felt to bring the overall statement in line with the Center's goal and objectives as contained in the Plan. The first line was deleted as unnecessary.
- The modified statement will be inserted into the first revision of GPD 2600, which is expected to be made in late August or early September after the SLP development teams have finalized the titles of their documents.

Communications, Publicity, and Awareness
- As requested by the project manager, PAO published a Center Director's column on the front page of the Goddard News distributed. The article was taken from the center-wide announcement distributed to civil service employees in June.

- PAO will publish articles in Goddard News, using the article format created for Project Goddard, and in Dateline. Information regarding status and progress will be sent to PAO via e-mail and PAO will prepare articles for project review.
- PAO will examine the Center Director's calendar to look for opportunities for Mr. Rothenberg to reinforce ISO 9001 with the general population.
- PAO is preparing a tentative schedule for Center notices and events using the Project milestones and the Center calendar. This will be presented as part of the Executive Council workshop in late August.
- Several ideas for employee handouts were discussed with PAO, including a tri-fold tract with information about ISO 9001 at the Center, bookmarks and posters for distributing and reminding employees of particular information about ISO 9001 and the QMS, etc. PAO is setting up a team to work on this.
- Harold Mitchell has prepared a list of contents for the new web site and OFA support is being used to create the homepage and prepare its contents. There will be a hyperlink to this page on the official GSFC homepage (same as that used for Project Goddard). The new page will be operational by early August.

Project Presentations and Meetings
- Presentations have been done or scheduled for all of the directorates 200 through 900 and for Codes 150 and 180. The last one will be to Code 150 on August 5.
- At GESTA's request, the Project Manager provided an overview of the project, how it will be implemented, and what the likely affects on center operations will be. The 90 minute meeting was scheduled by the Labor Relations and held in their offices.
- The Project contacted a member of the Goddard Contractors Association regarding the GCA's interest in participating in the QMSC as an observer or having some other form of contact with the Project. This will likely be an important issue for on-site personnel, who will have to work under QMS requirements.

Executive Council Workshop
- The workshop is scheduled for Wednesday, August 27, from 9 to 12.
- The agenda has been set to include an opening and closing by Mr. Rothenberg, discussions on the connection with the Strategic Implementation Plan and on the Scope of Certification led by Mr. Fuchs, a tentative schedule of employee awareness activities presented by Ms. Desmond (PAO), and examples of QMS operations presented by Mr. Cleveland. A dry run will be held in mid-August.

Training
- Don Wolford, 114, scheduled two sets of orientation and documentation classes for SLP development team leaders and members in July. Don is working on attendance using a priority of leaders, members, and

nonmembers to ensure the classes are used to capacity and the most urgent needs are met first.

- At the suggestion of Mitch Brown, Don will invite Art Fuchs to provide a management overview/perspective on the training and the work effort to the classes.
- Jerry Morris, 800, is working with Don on a schedule for orientation and documentation classes to be held at WFF, using directorate funds if necessary.
- A paperback book entitled "The Value of ISO 9000" was purchased for executive management reading on the subject. It provides an overview of the standard and its usefulness.
- Don Wolford is distributing copies of the Rabbitt-Bergh "Mini-Guide to ISO 9001 to the QMSC members and SLP development team leaders. This guide was used by JSC and MSFC for their employee awareness activities.
- The Project is procuring 3000 copies of the Mini-Guide for general distribution to employees via PAO sponsored events, etc.

SLP Development
- SLP 01.1 *Management Responsibility* and SLP 17.1 *Internal Audit System* were forwarded to Code 230 and from there to Code 100 for signature. These will be the first SLPs to complete the clearance process.
- The Center-wide comments on SLP 05.1 *QMS Document Control* are being dispositioned and the document revised.
- The SOW for SLP Development was revised on July 17 and again on July 29. In both cases the attached table of personnel supporting the development teams was updated. No changes were made to the SOW itself. The SOW is being routed through the directorate offices for concurrence. The completion date, including signature by the Center Director, is set for October 31, 1997.
- The first Development Team biweekly status reports were due on July 14 to the QMSC customer with a copy to the project manager. A reminder was sent by the Project to the team leaders and QMSC members regarding the need for status reports and communications if the process is to work and the schedule maintained.
- Several instances in which support personnel declining to set aside time to work on SLP were noted. The project manager sent a message to the team leaders to work with the QMSC members to ensure meaningful participation from each directorate.
- The team leader meeting held on 7/14/97 was not done very well. After discussion at the 7/17/97 QMSC meeting, it was decided to call another meeting, using a walk-through of SLP 01.1 and 17.1 as starting points for discussion of other potential issues, such as interfaces and documenting the entire process and not only ISO requirements.
- The Project is providing software to Codes 400 and 800 to ease the creation of SLP flowcharts.

Internal Audit Program

- Harold Mitchell is preparing a letter requesting directorate support in the creation of an auditor pool. The letter will request nominees from each directorate in proportion to the directorate's population with the intent of maintaining a pool of approximately 100 people. He is assembling a database of Center personnel who are known to him to have been trained and participated in audits to help with the process.
- Harold is also working on a schedule of training for new auditors and will begin assembling the beginning of an Center audit schedule as soon as SLPs are signed and can be implemented.

Document Control

- Harold Mitchell is preparing a paper that proposes management and control of QMS Center documents separate from Code 230's directives control function.
- The function is proposed to be part of an office that will succeed the Project in carrying out the ongoing QMS operations, such as web page curator, registrar relations, internal audit scheduling, tracking and disposition of findings and corrective or preventive actions, and QMS metrics. It will also be proposed that this office serve the same function for at least directorate and project level documents as well.

Issues and Concerns

- The Code 400 comments on the white paper recommendations for Receiving and Inspection indicate that center projects are concerned about mandated central receiving if that means a centralized physical location. The memorandum indicates that a number of alternatives are available and should be explored. Since the main contributor to the Code 400 review is already a member of the SLP development team, the comments were remanded to the team for consideration and use. The expectation is that a blend of current practices, changes necessitated by the standard's requirements, and new practices will result, with proposals for follow-on work by a process engineering team.
- There is a concern regarding the SLP Development Teams not taking a Center perspective for the procedure. An example is a purchasing procedure that doesn't recognize the existence of purchasing organizations outside of Code 210. This will be one emphasis in the SLP Team Leader meeting that the Project is scheduling.
- The lack of overt progress for some of the SLP Development Teams and occasional reluctance on the part of some support personnel is a concern that is being addressed by the Project as it is found.